



PROSTHETICS ELECTRONIC ORDER / SUSPENSE PROCESSING USER MANUAL

Version 3.0

August 2000

Department of Veterans Affairs
VISTA Technical Services

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Using Electronic Orders/Suspense (SU) Menu

Overview

Description The purpose of the Electronic Order feature is to provide a method for any request for service or request for items in Prosthetics to be ordered electronically. Requests are made either through the Prosthetics system or through CPRS (Computerized Patient Record System).

The Electronic Order feature has two basic parts that includes: 1) the Suspense Processing, and 2) the Electronic Order (which is received from CPRS via Consult Tracking).

What is a Suspense? A Suspense Request is a request for service or an item that is tracked by a Five-Day Delayed Order Report. The five workday policy refers to the process or time it takes to make an initial action on a request to the time the request is fulfilled. If this process takes more than five workdays, it is flagged on the report for monitoring and reporting purposes. It is also denoted in the Suspense list by an asterisk.

Suspense Menu The **Suspense (SU)** Menu can be accessed from the **Prosthetic Official's** Menu.

In this manual This manual covers the following sections:

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Suspense Processing (SP)	3
Edit Suspense Station (ES)	34
Inquire to Individual Suspense Record (IS)	35
Print Closed Suspense Records (PC)	37
Print Detailed Open/Pending Suspense Records (PD)	39
Print 5 Day Old Suspense Report (PR)	40
Print Summary Open/Pending Suspense Records (PS)	41
Print Suspense Statistics (ST)	42

Continued on next page

Overview, Continued

Steps

To access the **Suspense** Menu, follow these steps:

Step	Action
1	At the Select Prosthetic Official's Menu Option prompt, type SU for the Suspense Menu, and press <Enter>.
2	The Suspense Menu displays.

Prosthetic Official's Menu

PU	Purchasing ...
DD	Display/Print ...
UT	Utilities ...
AM	AMIS ...
SU	Suspense ...
CO	Correspondence ...
SC	Scheduled Meetings and Home/Liaison Visits ...
PS	Process Form 2529-3 ...
EL	Eligibility Inquiry
ET	PSC/Entitlement Records ...
HO	Home Oxygen Main Menu ...
INV	Pros Inventory Main ...
ND	NPPD Tools ...

Select Prosthetic Official's Menu Option: **SU** Suspense

Using Suspense Processing (SP)

Introduction

Menu description

The **Suspense Processing (SP)** Menu allows for any service request or item(s) request to be tracked in Prosthetics.

An order can be added, viewed, edited, and completed as well as additional notes can be posted to the suspense order.

In this section

This section covers the following topics:

Topic	See Page
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View Contact Lens Consult	28
View Eyeglass Consult	30
View General Prosthetics Consult	32

Access the Suspense Processing (SP) Menu

Suspense (SP) Menu You can access the **Suspense Processing (SP)** Menu to manage electronic orders.

Steps To access the **Suspense Processing** Menu, follow these steps:

Step	Action
1	At the select Suspense Option prompt, type SP for the Suspense Processing Menu.
2	Press <Enter> .

Suspense Menu

SP	Suspense Processing
ES	Edit Suspense Station
IS	Inquire to Individual Suspense Record
PC	Print Closed Suspense Records
PD	Print Detailed Open/Pending Suspense Records
PR	Print 5 Day Old Suspense Report
PS	Print Summary Open/Pending Suspense Records
ST	Print Suspense Statistics
Select Suspense Option: SP Suspense Processing	

Understanding Status Types

Status Types	<p>There are three status types that are used with a suspense record including the following:</p> <ul style="list-style-type: none">• Open• Pending• Closed
Cancel Status	<p>There is also a Cancel status. This record is actually not shown within the Suspense list when a record is cancelled as it is removed from the list entirely.</p> <p>You can change a suspense record to CANCEL from either an OPEN status or a PENDING STATUS. Once a suspense record has a CLOSED status, it cannot be cancelled.</p> <p>Example: If a manual suspense record was added twice incorrectly, it can then be canceled.</p>
Status Flow	<p>When a suspense record is added to Prosthetics, the status is OPEN. Once an initial action is taken on the suspense record, the status changes from OPEN to PENDING.</p> <p>The status remains PENDING when additional action is taken on a suspense record. The status changes to CLOSED when the process is complete and either service was performed or an item was given to the patient.</p>
Message sent to Physician	<p>When an electronic order (ROUTINE type) suspense record is canceled in Prosthetics, a notifying message is sent to the ordering physician through CPRS. A notifying message is also sent when posting initial notes (PI), additional notes (OT), and completed notes (PC).</p>
CPRS Electronic Orders	<p>If an order is placed by a physician in CPRS, it is electronically sent to Prosthetics and is displayed in the Suspense Processing list with an OPEN status.</p> <p><u>Sample scenario:</u> If it takes three to four months to receive a requested item(s) on an order, and the patient comes in for service that refers to this Suspense request, an action note is entered for that record. When an action note is entered, the status changes from OPEN to PENDING.</p> <p>Another action note can be placed, and the status remains PENDING. Only when the patient has the last appointment and receives the item(s), the Suspense record is completed, and the status is changed to CLOSED.</p>

Select a Site and a Patient

Restricted patients

If you wish to select a patient that has a restricted record, you will get a warning message that the record is restricted. You will also be notified that your Security Officer will contact you if you wish to proceed.

Steps

To select a site and a patient, follow these steps:

Step	Action
1	Select the site at the default Site prompt. (Or you can enter two question marks to view the list of available sites.)
2	Select a patient.
3	At the following confirmation prompt: SC Veteran...OK? Yes// (Yes) , press <Enter> to accept the default of Yes.
4	The Prosthetic Suspense list screen displays.

Site and patient selection

```
SITE: HINES-P ??  
  
SITE: HINES  
1 HINES-T 578  
2 HINESTEST 999  
3 HINESTEST 998  
CHOOSE 1-3: 1 HINES-T 578  
Select PROSTHETIC PATIENT: Danger, Dan 12-27-50  
101122750P YES  
SC VETERAN  
...OK? Yes// (Yes)  
SUPPORT ISC
```

Display a Prosthetic Suspense List

Suspense Menu actions

Below the display of a patient's suspense record is a list of actions that can be performed on each suspense record. The actions available are the following:

Entry	Action	Description
23	Display Full 2319	This displays the 10-2319 Entitlement information.
VR	View Request	View the detail of a suspense record.
IA	View Initial Action Note	View an initial action note on the suspense.
VO	View Other Action Notes	View all additional action notes.
CO	View Complete Note	View the complete note.
PI	Post Initial Action Note	Enter the first note on a suspense.
OT	Post Other Note	Enter additional notes on a suspense.
PC	Post Complete Note	Enter the final note on a suspense.
AD	Add Manual Suspense	Add a manual suspense order in Prosthetics.
ED	Edit Manual Suspense	Edit the description of the manual order.
CD	CPRS Display	View the CPRS entry in Prosthetics.
CG	Change Patient	Change the patient within the suspense module.
CR	Cancel Request	Cancel a request that is in Open or Pending.
FW	Forward Consult	Forward a consult to a provider via CPRS.
PR	Print Consult	Prints a consult to a printer or displays to your screen.

Prosthetic Suspense screen

Prosthetic Suspense		Mar 22, 2000 09:49:25	Page: 1 of 2
Suspense Processing			
Open/Pending/Closed Suspense for Danger,Dan (999-99-9999P)			
Date	Type	Requestor	Description Init Act Days Status
1 02/11/00	ROUTINE		CONTACT LENS RX: OPEN
2 02/11/00	ROUTINE		CONTACT LENS RX: OPEN
3 02/11/00	ROUTINE		CONTACT LENS RX: 03/22/00 *40 PENDING
4 03/02/00	MANUAL		CALCULATOR FOR BLIND 03/02/00 0 CLOSED
5 03/01/00	MANUAL		FIX BRACE 03/02/00 0 PENDING
6 03/01/00	MANUAL		FIX WHEELCHAIR 03/02/00 0 PENDING
7 03/01/00	MANUAL		REVIEW 03/01/00 0 CLOSED
8 02/29/00	MANUAL		NEW WHEELCHAIR NEEDED 02/29/00 0 CLOSED
9 02/29/00	MANUAL		NEW BED 02/29/00 0 CLOSED
+ Enter ?? for more actions			
23 Display 2319	PI Post Initial Action	CD CPRS Display	
VR View Request	OT Post Other	CG Change Patient	
IA View Initial Action	PC Post Complete	CR Cancel Request	
VO View Other Action	AD Add Manual	FW Forward Consult	
CO View Complete	ED Edit Manual	PR Print Consult	
Select Item(s): Next Screen//			

Page Number(s)

Notice at the top of the page on the right-hand corner, the page number is listed. It will display the total number of pages, if multiple pages are available to be viewed. Pressing <Enter> scrolls to the following page until you have reached the last page.

Understanding Field/Column Descriptions

Columns

Below is a list of the column titles shown on the Suspense Processing list.

Column	Description
Date	This is the date the order was written or the date the CPRS order was sent.
Type	<p>There are two main types of Suspense records:</p> <ol style="list-style-type: none">1) Manual2) Routine (electronic orders via CPRS) <p>There are multiple types of Routine (electronic orders via CPRS) records including the following:</p> <ul style="list-style-type: none">• Routine Prosthetics• Contacts• Eye Glass• Oxygen (Home Oxygen)
Requestor	This is the name of the person who entered the CPRS order.
Description	This is a free-text field that is manually entered with approximately 15 characters in length.
Initial Action	This is a date field. It displays the date of the first action taken on the suspense record.
Days	<p>This is a number field. It displays the number of days from the original date the order was entered as a suspense to the day of initial action that was taken on the suspense item/service request.</p> <p>Note: If there is an asterisk (*) next to the number, this signifies that the order is past five days in length from the order entry date and is put onto the Five Day Delayed Order Report. The calculation for the asterisk (*) subtracts Saturdays and Sundays from the number of days the order was entered, even if a CPRS order was written over a weekend.</p>
Status	<p>This field shows the following status types:</p> <ol style="list-style-type: none">1. Open2. Pending3. Closed <p>An order is placed into a PENDING status once initial action is taken. It remains in that status until the order is fulfilled and then changes to a CLOSED status.</p>

View a Suspense Order (VR)

View Request data

The **View Request** (VR) action is available from the **Prosthetic Suspense** screen. This action provides the viewing of the suspense within three pages including the following on Page 1:

- Order Date (date order was entered)
- Patient name
- Requestor
- Suspended by person
- Initial action date and note
- Completion date and note (if applicable)
- Description of item(s)/services requested

Steps

To view a suspense order, follow these steps:

Step	Action
1	At the following prompt: Select Item(s): Next Screen// , type VR to access the View Request action, and press <Enter.>
2	The next prompt displays: Enter a list or a range of numbers (shown in parenthesis) to select a suspense record.
3	Type the number for the record you want to view, and press <Enter.>

View Suspense screen – Page 1

```
Select Item(s): Quit// VR View Request
Enter a list or range of numbers (1-3): 3

View August 2,2000 08:16 PAGE 1
-----

Order Date: JUN 30,2000 Patient: BOP,BABY Requestor: PETERSON,ALISA
Suspended By: PETERSON,ALISA
-----
Initial Action Date: JUL 3,2000 Complete Date: JUL 3,2000 15:15
=====
Description of Item/Services Requested
REASON FOR REQUEST: (complaints and findings)

1. RESULTS OF ARTERIAL BLOOD GASES OR PULSE OXIMETRY

Room Air at Rest:
Room Air with Exercise:
O2@ LPM of:
O2@ LPM with exercise of:

2. PRESCRIPTION FOR HOME OXYGEN

___LPM @ Rest ___LPM Continuous
```

Continued on next page

View a Suspense Order (VR), Continued

View Request data

The page number is listed at the top of a page on the right-hand side of the order. The content of each page is shown on the screen below:

- Page 2 displays ordering information and issuing instructions.
- Page 3 displays delivery instructions if applicable.

Steps

To continue to view a suspense order, follow these steps:

Step	Action
4	Press <Enter> to view Page 2 (ordering information and issuing instructions).
5	Press <Enter> again to view Page 3 (delivery instructions if applicable).

Page 2 and 3 of the View Suspense

View	August 2,2000 12:30	PAGE 2

<input type="checkbox"/> LPM During Exercise	<input type="checkbox"/> LPM Exercise Only	
<input type="checkbox"/> LPM @ Night	<input type="checkbox"/> LPM Night Only	
3. PRIMARY DELIVERY SYSTEM		
<input type="checkbox"/> Compressed Gas		
<input type="checkbox"/> Concentrator		
<input type="checkbox"/> Liquid System		
4. ADDITIONAL ITEMS		
<input type="checkbox"/> Portable Cylinders (steel <input type="checkbox"/> aluminum <input checkbox"="" type="checkbox/>)</td><td></td><td></td></tr><tr><td>Tank Size</td><td>Quantity per Month</td><td></td></tr><tr><td><input type="/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	
View	August 2,2000 09:47	PAGE 3

<input type="checkbox"/> Conserving Device		
Type <input type="checkbox"/>		
<input type="checkbox"/> Nasal Cannula		
<input type="checkbox"/> Oxygen Mask		
<input type="checkbox"/> Trach Mask		
<input type="checkbox"/> Humidification		
<input type="checkbox"/> Other (e.g., cart, shoulder bag, etc.)	<input type="text"/>	
DELIVERY LOCATION:		
5. LOGISTICS		
a. Outpatient <input type="checkbox"/>	Inpatient <input type="checkbox"/>	
b. Patient scheduled for discharge (date):	<input type="text"/>	
c. Patient requires portable O2 for transport home:	(yes / no)	
d. Patient requires recertification of prescription and follow-up		

Display Full 2319 (23)

Function description

The **Display Full 2319** action displays the 10-2319 Entitlement information including clothing allowance (if applicable) and Disability Codes.

Steps

To view the full 2319, follow these steps:

Step	Action
1	At the Select Item(s): Next Screen// prompt, type 23 for the Display Full 2319 option, and press <Enter.>
2	The current Disability Codes display.

10-2319 Entitlement information

Select Item(s): Quit// **23** Display Full 2319

Current Disability Codes are:

AMP/LWD	NSC A&A	S/C
AMP/RC	INPATIENT	S/C
AMP/LS	NSC A&A	NSC
AMP/RHD	SC VIETNAM	S/C

*More Disability Codes on File, See Screen 1

View Initial Action (IA) and View Other Action (VO) Notes

Function description

You can view an initial action note placed on an order through the **View Initial Action (IA)** action.

You can also view any additional action notes placed on an order through the **View Other Action (VO)** action that were placed any time after the initial action note.

Steps

To view an initial or additional action note, follow these steps:

Step	Action
1	At the following prompt: Select Item(s): Next Screen// , type IA to access the View the Initial Action option or VO to access the View Other Action action, and press <Enter.>
2	The next prompt displays: Enter a list or a range of numbers (shown in parenthesis) to select a suspense record.
3	Type the number for the record you want to view, and press <Enter.>

View Other Action Notes screen

Prosthetic Suspense			Mar 22, 2000 09:56:23			Page: 1 of 2		
Suspense Processing								
Open/Pending/Closed Suspense for Danger,Dan (999-99-9999P)								
	Date	Type	Requestor	Description	Init Act	Days	Status	
1	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00	*40	PENDING	
2	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00	*40	PENDING	
3	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00	*40	PENDING	
4	03/02/00	MANUAL		CALCULATOR FOR BLIND	03/02/00	0	CLOSED	
5	03/01/00	MANUAL		FIX BRACE	03/02/00	0	PENDING	
6	03/01/00	MANUAL		FIX WHEELCHAIR	03/02/00	0	PENDING	
7	03/01/00	MANUAL		REVIEW	03/01/00	0	CLOSED	
8	02/29/00	MANUAL		NEW WHEELCHAIR NEEDED	02/29/00	0	CLOSED	
9	02/21/00	MANUAL		NEW WHEELCHAIR	02/29/00	*8	CLOSED	
10	02/29/00	MANUAL		NEW BED	02/29/00	0	CLOSED	
+ Enter ?? for more actions								
23	Display 2319		PI	Post Initial Action	CD	CPRS Display		
VR	View Request		OT	Post Other	CG	Change Patient		
IA	View Initial Action		PC	Post Complete	CR	Cancel Request		
VO	View Other Action		AD	Add Manual	FW	Forward Consult		
CO	View Complete		ED	Edit Manual	PR	Print Consult		
Select Item(s): Next Screen// VO View Other Action Notes								
Enter a list or range of numbers (1-12): 1								

Continued on next page

View Initial Action (IA) and View Other Action (VO) Notes, Continued

PENDING status

Keep in mind that when creating the first action note, the status changes from OPEN to PENDING and when creating the second or additional action note(s), the status remains PENDING. Only when a consult record is completed does the status change to CLOSED.

Steps (continued)

To continue to view other action notes, follow these steps:

Step	Action
3	After viewing other action notes, press <Enter> to return or continue if necessary.
4	Type “^” to exit.

View Other Action Notes (continued)

Other Action Note(s)	MAR 22,2000	09:56	PAGE 1
ACTION DATE			

Order Date: FEB 11,2000	Patient: BOP,BABY	Requestor: CORKWELL,H	

Initial Action Date: MAR 22,2000			

Initial Action Note:			
Training on the View Other Action Note...			

Other Action Note:			
MAR 22,2000 09:56			
Posting An additional Note.			

Enter RETURN to continue or '^' to exit:			

View a Complete Note (CO)

Function description

You can view a complete note through the **View Complete Note (CO)** action if the suspense record has a CLOSED status listed.

Steps

To view a complete note, follow these steps:

Step	Action
1	At the Select Item(s): Next Screen// , type CO to access the View Complete Note action, and press <Enter.>
2	The next prompt displays: Enter a list or a range of numbers (shown in parenthesis) to select a suspense record.
3	Type the number for the suspense record you want to view, and press <Enter.>

View Complete Note screen

Prosthetic Suspense			Mar 22, 2000 09:59:48		Page: 1 of 2	
Suspense Processing						
Open/Pending/Closed Suspense for Danger,Dan (999-99-9999P)						
	Date	Type	Requestor	Description	Init Act Days	Status
1	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40	CLOSED
2	06/06/00	OXYGEN	CORKWELL,H	REASON FOR REQUEST: (OPEN
3	06/06/00	CONTACT	CORKWELL,H	CONTACT LENS RX:		OPEN
4	06/06/00	EYEGLASS	CORKWELL,H	EYEGLASS RX:		OPEN
5	06/06/00	ROUTINE	CORKWELL,H	FIX BROKEN WHEELCHAIR		OPEN
6	03/22/00	MANUAL		ADDING AND POSTING CLO	03/22/00 0	CLOSED
7	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40	CLOSED
8	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40	PENDING
9	03/02/00	MANUAL		CALCULATOR FOR BLIND	03/02/00 0	CLOSED
10	03/01/00	MANUAL		FIX BRACE	03/02/00 0	PENDING
11	02/21/00	MANUAL		NEW WHEELCHAIR	02/29/00 *8	CLOSED
12	02/29/00	MANUAL		NEW BED	02/29/00 0	CLOSED
+ Enter ?? for more actions						
23 Display 2319			PI Post Initial Action		CD CPRS Display	
VR View Request			OT Post Other		CG Change Patient	
IA View Initial Action			PC Post Complete		CR Cancel Request	
VO View Other Action			AD Add Manual		FW Forward Consult	
CO View Complete			ED Edit Manual		PR Print Consult	
Select Item(s): Next Screen// CO View Complete Note						
Enter a list or range of numbers (1-12): 1						
Complete Note			MAR 22,2000 09:59		PAGE 1	

Order Date: FEB 11,2000			Patient: Danger,Dan		Requestor: CORKWELL,H	
Initial Action Date: MAR 22,2000						

Complete Date: MAR 22,2000						

Note:						
Posting A Complete Note To See Status Change From Pending To Closed.						
Enter RETURN to continue or '^' to exit:						

Add a Manual Suspense Record (AD)

Function description

You can add a manual suspense record to Prosthetics to request an item or service through the **Add Manual (AD)** action. The manually-entered suspense record status begins in an OPEN status with a new request.

Steps

To add a manual suspense, follow these steps:

Step	Action
1	At the Select Item(s): Next Screen// , type AD to access the Add Manual action, and press <Enter.>

Add Manual Record Screen

Prosthetic Suspense				June 6, 2000 10:02:11	Page:	1 of 2
Suspense Processing						
Open/Pending/Closed Suspense for Danger,Dan (101-12-2750P)						
	Date	Type	Requestor	Description	Init Act Days	Status
1	06/06/00	OXYGEN	CORKWELL,H	REASON FOR REQUEST: (OPEN
2	06/06/00	CONTACT	CORKWELL,H	CONTACT LENS RX:		OPEN
3	06/06/00	EYEGLASS	CORKWELL,H	EYEGLASS RX:		OPEN
4	06/06/00	ROUTINE	CORKWELL,H	FIX BROKEN WHEELCHAIR		OPEN
5	03/22/00	MANUAL		ADDING AND POSTING CLO	03/22/00 0	CLOSED
6	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40	CLOSED
7	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40	PENDING
8	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40	PENDING
9	03/02/00	MANUAL		CALCULATOR FOR BLIND	03/02/00 0	CLOSED
10	03/01/00	MANUAL		FIX BRACE	03/02/00 0	PENDING
11	03/01/00	MANUAL		FIX WHEELCHAIR	03/02/00 0	PENDING
12	03/01/00	MANUAL		REVIEW	03/01/00 0	CLOSED
13	02/21/00	MANUAL		NEW WHEELCHAIR	02/29/00 *8	CLOSED
+ Enter ?? for more actions						
23	Display	2319	PI Post	Initial Action	CD CPRS Display	
VR	View Request		OT Post	Other	CG Change Patient	
IA	View Initial Action		PC Post	Complete	CR Cancel Request	
VO	View Other Action		AD Add	Manual	FW Forward Consult	
CO	View Complete		ED Edit	Manual	PR Print Consult	
Select Item(s): Next Screen// AD Add Manual Suspense						

Continued on next page

Add a Manual Suspense Record (AD), Continued

Appendix A

To add a manual suspense record and close the record at the same time, see Appendix A for instructions on how to combine actions.

Steps

(continued)

To continue to add a manual suspense, follow these steps:

Step	Action
2	At the PROSTHETIC SUSPENSE DATE RX WRITTEN , you can enter T for the current date or T - # (number of days the request was actually made), and press <Enter.> .
3	At the Requestor prompt, type the physician name, and press <Enter.>
4	At the Edit? NO// prompt, type Y for Yes to edit the note.
5	Type a free-text note in the text editor.
6	When complete, press the “ PF1 ” key and then the “ E ” key to exit out of the text editor, save the data, and return to the Suspense Processing list.

Add a Manual Record Screen (continued)

```
PROSTHETIC SUSPENSE DATE RX WRITTEN: T-5 (JUN 23, 2000)
REQUESTOR: PETERSON, ALISA PETERSON,ALISA AP IRM FIELD OFFICE
TECHNICAL WRITER
DESCRIPTION OF ITEM/SERVICES:
No existing text
Edit? NO// YES

[ WRAP ]==[ INSERT ]====< DESCRIPTION OF ITEM/SERVICES >==[ <PF1>H=Help ]====
ADDING A MANUAL SUSPENSE RECORD.

<=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====
```

Post Initial Action Note (PI)

Function description

You can post an initial action note on a suspense record through the **Post Initial Action (PI)** action. This indicates that some form of action has taken place. The status changes from OPEN to PENDING and will remain in this status until all action is completed.

Steps

To post an initial action note on a consult, follow these steps:

Step	Action
1	At the following prompt: Select Item(s): Next Screen// , type PI to access the Post Initial Action option, and press <Enter.>
2	The next prompt displays: Enter a list or a range of numbers (shown in parenthesis) to select a suspense record.
3	Type the number for the record you want to post an initial action note, and press <Enter.>
4	At the next prompt, Edit? No// , type a Y for Yes to create a new note.
5	The text editor displays for you to type a free-text note. When complete, press the “ PF1 ” key and then the “ E ” key to exit out of the text editor, save the data, and return to the Suspense Processing list.

Post Initial Action screen

Prosthetic Suspense	Mar 22, 2000 09:49:25	Page: 1 of 2
Suspense Processing		
Open/Pending/Closed Suspense for Danger,Dan (999-99-9999P)		
Date	Type	Requestor Description Init Act Days Status
1 02/11/00	ROUTINE	CONTACT LENS RX: OPEN
2 02/11/00	ROUTINE	CONTACT LENS RX: 03/22/00 *40 PENDING
3 03/02/00	MANUAL	CALCULATOR FOR BLIND 03/02/00 0 CLOSED
4 03/01/00	MANUAL	FIX BRACE 03/02/00 0 PENDING
5 03/01/00	MANUAL	FIX WHEELCHAIR 03/02/00 0 PENDING
6 03/01/00	MANUAL	REVIEW 03/01/00 0 CLOSED
7 02/29/00	MANUAL	NEW WHEELCHAIR NEEDED 02/29/00 0 CLOSED
8 02/29/00	MANUAL	NEW BED 02/29/00 0 CLOSED
+ Enter ?? for more actions		
23 Display 2319	PI Post Initial Action	CD CPRS Display
VR View Request	OT Post Other	CG Change Patient
IA View Initial Action	PC Post Complete	CR Cancel Request
VO View Other Action	AD Add Manual	FW Forward Consult
CO View Complete	ED Edit Manual	PR Print Consult
Select Item(s): Quit// PI Post Initial Action		
Enter a list or range of numbers (1-3): 1		
INITIAL ACTION NOTE:		
No existing text		
Edit? NO// YES		
==[WRAP]==[INSERT]=====< INITIAL ACTION NOTE >====[<PF1>H=Help]====		
Training on the Post Initial Note function...		
<=====T=====T=====T=====T=====T=====T=====T=====T=====		

Continued on next page

Post Other Note (OT)

Function description

You can post an additional note on a request to indicate that some action has taken place after the initial action through the **Post Other Note (OT)** action. The status remains PENDING until the order is complete. You can also use this action if the order has been CLOSED; it does not need to be OPEN or PENDING to post a note.

Steps

To post an additional note to the suspense order, follow these steps:

Step	Action
1	At the Select Item(s): Next Screen// , type OT to access the Post Other Note action, and press <Enter.>
2	The next prompt displays: Enter a list or a range of numbers (shown in parenthesis) to select a suspense record.
3	At the Edit? NO// prompt, type a Y for Yes to edit the note on the suspense record. The text editor displays for you to type a free-text note
4	When complete, press the “ PF1 ” key and then the “ E ” key to exit out of the text editor, save the data, and return to the Suspense Processing list.

Post Other Note screen

Prosthetic Suspense		Mar 22, 2000 09:54:49	Page:	1 of 2
Suspense Processing				
Open/Pending/Closed Suspense for		Danger,Dan (999-99-9999P)		
Date	Type	Requestor	Description	Init Act Days Status
1 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40 PENDING
2 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40 PENDING
3 02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40 PENDING
4 03/02/00	MANUAL		CALCULATOR FOR BLIND	03/02/00 0 CLOSED
5 03/01/00	MANUAL		FIX BRACE	03/02/00 0 PENDING
6 03/01/00	MANUAL		FIX WHEELCHAIR	03/02/00 0 PENDING
7 03/01/00	MANUAL		REVIEW	03/01/00 0 CLOSED
8 02/29/00	MANUAL		NEW WHEELCHAIR NEEDED	02/29/00 0 CLOSED
9 02/21/00	MANUAL		NEW WHEELCHAIR	02/29/00 *8 CLOSED
10 02/29/00	MANUAL		NEW BED	02/29/00 0 CLOSED
+ Enter ?? for more actions				
23 Display 2319	PI Post	Initial Action	CD CPRS Display	
VR View Request	OT Post	Other	CG Change Patient	
IA View Initial Action	PC Post	Complete	CR Cancel Request	
VO View Other Action	AD Add	Manual	FW Forward Consult	
CO View Complete	ED Edit	Manual	PR Print Consult	
Select Item(s): Next Screen// OT Post Other Note				
Enter a list or range of numbers (1-12): 1				
ACTION NOTE:				
No existing text				
Edit? NO// YES				
==[WRAP]==[INSERT]=====< ACTION NOTE >===== [<PF1>H=Help]====				
Posting An Additional Note.				
<=====T=====T=====T=====T=====T=====T=====T=====T=====				

Post a Complete Note (PC)

Function description

You can post a complete note when all action has taken place for a requested Prosthetic item or service through the **Post Complete (PC)** action. When you post the complete note, the status on the suspense record changes from PENDING (if action has previously taken place on the request) or OPEN to CLOSED.

Steps

To post a complete note, follow these steps:

Step	Action
1	At the Select Item(s): Next Screen// , type PC to access the Post Complete Note action, and press <Enter.>
2	The next prompt displays: Enter a list or a range of numbers (shown in parenthesis) to select a suspense record.
3	Type the number for the record you want to view, and press <Enter.>
4	At the Edit? NO// prompt, type a Y for Yes to edit the note on the suspense record. The text editor displays for you to type a free-text note, and the note will be complete with a status of CLOSED.
5	When complete, press the “ PF1 ” key and then the “ E ” key to exit out of the text editor, save the data, and return to the Suspense Processing list.

Post Complete Note screen

Prosthetic Suspense		Mar 22, 2000 09:59:29		Page: 1 of 2	
Suspense Processing					
Open/Pending/Closed Suspense for Danger,Dan (999-99-9999P)					
	Date	Type	Requestor	Description	Init Act Days Status
1	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40 PENDING
2	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40 PENDING
3	03/02/00	MANUAL		CALCULATOR FOR BLIND	03/02/00 0 CLOSED
4	03/01/00	MANUAL		FIX BRACE	03/02/00 0 PENDING
5	03/01/00	MANUAL		FIX WHEELCHAIR	03/02/00 0 PENDING
6	03/01/00	MANUAL		REVIEW	03/01/00 0 CLOSED
7	02/21/00	MANUAL		NEW WHEELCHAIR	02/29/00 *8 CLOSED
+ Enter ?? for more actions					
23 Display 2319		PI Post Initial Action		CD CPRS Display	
VR View Request		OT Post Other		CG Change Patient	
IA View Initial Action		PC Post Complete		CR Cancel Request	
VO View Other Action		AD Add Manual		FW Forward Consult	
CO View Complete		ED Edit Manual		PR Print Consult	
Select Item(s): Next Screen// PC Post Complete Note					
Enter a list or range of numbers (1-12): 1					
COMPLETION NOTE:					
No existing text					
Edit? NO// YES					
[WRAP]==[INSERT]=====< COMPLETION NOTE >===== [<PF1>H=Help]====					
POSTING A COMPLETE NOTE TO SEE STATUS CHANGE FROM PENDING TO CLOSED.					
<=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====					

Change to a Different Patient (CP)

Function description

You can change the screen to view a different patient when viewing a patient's data. Use the **Change Patient (CP)** action to switch to another patient.

Steps

To change to a different patient, follow these steps:

Step	Action
1	At the Select Item(s): Next Screen// prompt, type CP for the Change Patient action, and press <Enter.>
2	At the Select PROSTHETIC PATIENT prompt, enter the patient's name, and press <Enter.>
3	The Prosthetic Suspense list will display for the new patient.

Change to Different Patient screen

Prosthetic Suspense		June 6, 2000 10:04:53		Page: 1 of 2	
Suspense Processing					
Open/Pending/Closed Suspense for Danger,Dan (101-12-2750P)					
	Date	Type	Requestor	Description	Init Act Days Status
1	06/06/00	OXYGEN	CORKWELL,H	REASON FOR REQUEST: (OPEN
2	06/06/00	CONTACT	CORKWELL,H	CONTACT LENS RX:	OPEN
3	06/06/00	EYEGLASS	CORKWELL,H	EYEGLASS RX:	OPEN
4	06/06/00	ROUTINE	CORKWELL,H	FIX BROKEN WHEELCHAIR	OPEN
5	03/22/00	MANUAL		ADDING AND POSTING CLO	03/22/00 0 CLOSED
6	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40 CLOSED
7	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40 PENDING
8	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40 PENDING
9	03/02/00	MANUAL		CALCULATOR FOR BLIND	03/02/00 0 CLOSED
10	03/01/00	MANUAL		FIX BRACE	03/02/00 0 PENDING
11	03/01/00	MANUAL		FIX WHEELCHAIR	03/02/00 0 PENDING
12	03/01/00	MANUAL		REVIEW	03/01/00 0 CLOSED
13	02/21/00	MANUAL		NEW WHEELCHAIR	02/29/00 *8 CLOSED
14	02/29/00	MANUAL		NEW BED	02/29/00 0 CLOSED
+ Enter ?? for more actions					
23 Display 2319		PI Post Initial Action		CD CPRS Display	
VR View Request		OT Post Other		CG Change Patient	
IA View Initial Action		PC Post Complete		CR Cancel Request	
VO View Other Action		AD Add Manual		FW Forward Consult	
CO View Complete		ED Edit Manual		PR Print Consult	
Select Item(s): Next Screen// CG Change to Different Patient					
Select PROSTHETIC PATIENT: SMITH , PATIENT SMITH,PATIENT 1-1-30 453890765					
NO PILL					
...OK? Yes// (Yes)					
HINES, IL					

Edit Manual Suspense (ED)

Function description

You can only edit a manual Suspense record, not a CPRS electronic record for a patient. You can edit the following information for a suspense record through the **Edit Manual (ED)** action:

- Station
- Veteran Suspense form
- Requestor
- Description of item/services.

Steps

To edit a manual suspense, follow these steps:

Step	Action
1	At the Select Item(s): Next Screen// prompt, type ED for the Edit Manual suspense action, and press <Enter.> Note: If no changes are required, press <Enter> at the // prompt to bypass the editing option.
2	Type a number (from the list shown) to select an order, and press <Enter.>

Edit Manual Suspense screen

Prosthetic Suspense			June 6, 2000 10:04:53			Page: 1 of 2		
Suspense Processing								
Open/Pending/Closed Suspense for Danger,Dan (101-12-2750P)								
	Date	Type	Requestor	Description	Init Act Days	Status		
1	06/06/00	OXYGEN	CORKWELL,H	REASON FOR REQUEST: (OPEN	
2	06/06/00	CONTACT	CORKWELL,H	CONTACT LENS RX:			OPEN	
3	06/06/00	EYEGLASS	CORKWELL,H	EYEGLASS RX:			OPEN	
4	06/06/00	ROUTINE	CORKWELL,H	FIX BROKEN WHEELCHAIR			OPEN	
5	03/22/00	MANUAL		ADDING AND POSTING CLO	03/22/00 0		CLOSED	
6	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40		CLOSED	
7	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40		PENDING	
8	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40		PENDING	
9	03/02/00	MANUAL		CALCULATOR FOR BLIND	03/02/00 0		CLOSED	
10	03/01/00	MANUAL		FIX BRACE	03/02/00 0		PENDING	
11	03/01/00	MANUAL		FIX WHEELCHAIR	03/02/00 0		PENDING	
12	03/01/00	MANUAL		REVIEW	03/01/00 0		CLOSED	
13	02/21/00	MANUAL		NEW WHEELCHAIR	02/29/00 *8		CLOSED	
14	02/29/00	MANUAL		NEW BED	02/29/00 0		CLOSED	
+ Enter ?? for more actions								
23	Display 2319		PI	Post Initial Action	CD	CPRS Display		
VR	View Request		OT	Post Other	CG	Change Patient		
IA	View Initial Action		PC	Post Complete	CR	Cancel Request		
VO	View Other Action		AD	Add Manual	FW	Forward Consult		
CO	View Complete		ED	Edit Manual	PR	Print Consult		
Select Item(s): Next Screen// ED Change to Different Patient								

Continued on next page

Edit Manual Suspense (ED), Continued

Editing orders You can edit a manual suspense order (MANUAL) only. You cannot edit a CPRS electronic order (ROUTINE).

Steps To continue to edit a manual suspense record, follow these steps:
(continued)

Step	Action
3	At the STATION: HINES, IL// prompt, press <Enter> or change the station.
4	At the VETERAN prompt, press<Enter> if the correct veteran name is shown or enter the correct name.
5	At the SUSPENSE FORM prompt, press <Enter> to accept the default option.
6	At the REQUESTOR prompt, press <Enter> to accept the requestor shown or enter the correct requestor.
7	At the DESCRIPTION OF ITEM/SERVICES: prompt, press <Enter> to accept the description shown.
8	At the Edit? NO// prompt, type a Y for Yes to edit the description, and press <Enter.>
9	In the text editor, revise the information as needed.
10	When complete, press the “ PF1 ” key and then the “ E ” key to exit out of the text editor, save the data, and return to the Suspense Processing list.

**Edit Manual
Suspense screen**
(continued)

```
OTHER OPEN
STATION: HINES, IL//
VETERAN: DANGER,DAN//
SUSPENSE FORM: OTHER//
REQUESTOR: PETERSON,ALISA//
DESCRIPTION OF ITEM/SERVICES:
ADDING AND POSTING CLOSED AT THE SAME TIME.

Edit? NO// Y YES

==[ WRAP ]==[ INSERT ]====< DESCRIPTION OF ITEM/SERVICES >=[ <PF1>H=Help ]====
TEST - Editing this test.

<=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====
```

Cancel a Request (CR)

Function description

You can cancel an order that was entered manually through the **Cancel Request (CR)** action. If an order was entered electronically through CPRS (ROUTINE order) into Prosthetics, and the order is cancelled, the physician will receive a cancelled note in CPRS.

Steps

To cancel a request, follow these steps:

Step	Action
1	At the Select Item(s): Next Screen// prompt, type CR for the Cancel Request action, and press <Enter.>
2	Select the record in the list to be canceled (indicated within parenthesis), and press <Enter.>
3	Enter the "Type" of the request or type two question marks to display the available options.
4	After selecting an option from the list, press <Enter,> and the suspense record will be deleted/canceled.

Cancel Request screen

```
Select Item(s): Quit// CR    Cancel Request
Enter a list or range of numbers (1-5): 2

This will CANCEL/DELETE this Suspense Request.
Are you sure you want to CANCEL/DELETE this Suspense Request? (Y/N) ? N// Y
YES
TYPE OF REQUEST: ??
  This is the type of order from CPRS Consult Tracking Module.
  Choose from:
    1      ROUTINE PROSTHETICS
    2      EYEGLASS
    3      CONTACT LENS
    4      OXYGEN
    5      MANUAL  NON CPRS
TYPE OF REQUEST: 1  ROUTINE PROSTHETICS

DELETED/CANCELLED!
```

5 Prosthetics types of requests that can be Cancelled

There are five types of Prosthetic Requests that can be canceled as follows:

1. Routine Prosthetics
2. Eyeglass Consult
3. Contact Lens Consult
4. Oxygen (Home Oxygen) Consult
5. Manually-entered Order (not entered through CPRS)

Forward a Consult (FW)

Function description

An order can be forwarded through the **Forward Consult (FW)** action.

If you forward an order, you will be prompted to enter the service where the order is being forwarded. The status changes from OPEN to CLOSED in the Suspense list when an order has been forwarded.

Note: If an order was forwarded to Rehab for a patient to be evaluated, then a new order may be sent to Prosthetics after that for an item(s) or service.

Steps

To forward a consult, follow these steps:

Step	Action
1	At the Select Item(s): Next Screen// prompt, type FW for the Forward Consult action, and press <Enter.>
2	Type a number (from the list shown) to select an order, and press <Enter.>

Forward Consult Screen

Suspense Processing			Jul 03, 2000 15:14:44		Page: 1 of 4	
Open/Pending/Closed Suspense for Bop,Baby (101-12-2750P)						
Date	Type	Requestor	Description	Init Act Days	Status	
1	06/30/00	OXYGEN	PETERSON,A	REASON FOR REQUEST: (OPEN	
2	06/30/00	CONTACT	PETERSON,A	CONTACT LENS RX:	OPEN	
3	06/30/00	EYEGLASS	PETERSON,A	EYEGLASS RX:	OPEN	
4	06/29/00	MANUAL	DAYON,RUFI		OPEN	
5	06/29/00	ROUTINE	CORKWELL,H	DESCRIPTION OF APPLIAN	07/03/00 4 CLOSED	
6	06/28/00	ROUTINE	CORKWELL,H	DESCRIPTION OF APPLIAN	06/28/00 0 CLOSED	
7	06/28/00	MANUAL	PETERSON,A	REPAIR WHEELCHAIR WHEE	06/28/00 0 CLOSED	
8	06/26/00	ROUTINE	ACKERMAN,N	Remove Poison Cath.	OPEN	
9	06/09/00	EYEGLASS	PETERSON,A	EYEGLASS RX:	06/15/00 6 CLOSED	
10	06/07/00	ROUTINE	PETERSON,A		06/27/00 *20 PENDING	
11	06/07/00	OXYGEN	PETERSON,A	REASON FOR REQUEST: (OPEN	
+ Enter ?? for more actions						
VR View Request		OT Post Other		CG Change Patient		
IA View Initial Action		PC Post Complete		CR Cancel Request		
VO View Other Action		AD Add Manual		FW Forward Consult		
CO View Complete		ED Edit Manual		PR Print Consult		
Select Item(s): Next Screen// FW Forward Consult						
Enter a list or range of numbers (1-14): 1						

Continued on next page

Forward a Consult (FW), Continued

Status change Notice that the status changes from OPEN to CLOSED when a consult is forwarded.

Steps
(continued) To continue to forward an order, follow these steps:

Step	Action
3	At the Consult Request Service prompt, enter the service where the consult will be forwarded.
4	At the Edit? NO// prompt, type YES to enter a free-text Completion Note.
5	In the text editor, revise the information as needed.
6	When complete, press the “ PF1 ” key and then the “ E ” key to exit out of the text editor, save the data, and return to the Suspense Processing list.

**Forward
Consult Screen**
(continued)

CONSULT REQUEST SERVICE: DERMATOLOGY							
COMPLETION NOTE:							
No existing text							
Edit? NO// YES							
==[WRAP]==[INSERT]=====< COMPLETION NOTE >===== [<PF1>H=Help]====							
FORWARD A CONSULT TO DERMATOLOGY.							
<=====T=====T=====T=====T=====T=====T=====T=====T=====T=====							
Consult Forwarded.							
Suspense Processing Jul 03, 2000 15:16:36 Page: 1 of 4							
Open/Pending/Closed Suspense for Bop,Baby (101-12-2750P)							
	Date	Type	Requestor	Description	Init Act	Days	Status
1	06/30/00	OXYGEN	PETERSON,A	REASON FOR REQUEST:	07/03/00	3	CLOSED
2	06/30/00	CONTACT	PETERSON,A	CONTACT LENS RX:			OPEN
3	06/30/00	EYEGLASS	PETERSON,A	EYEGLASS RX:			OPEN
4	06/29/00	MANUAL	DAYON,RUFI				OPEN
5	06/29/00	ROUTINE	CORKWELL,H	DESCRIPTION OF APPLIAN	07/03/00	4	CLOSED
6	06/28/00	ROUTINE	CORKWELL,H	DESCRIPTION OF APPLIAN	06/28/00	0	CLOSED
7	06/28/00	MANUAL	PETERSON,A	REPAIR WHEELCHAIR WHEE	06/28/00	0	CLOSED
8	06/26/00	ROUTINE	ACKERMAN,N	Remove Poison Cath.			OPEN
9	06/09/00	EYEGLASS	PETERSON,A	EYEGLASS RX:	06/15/00	6	CLOSED
10	06/07/00	ROUTINE	PETERSON,A		06/27/00	*20	PENDING
11	06/07/00	OXYGEN	PETERSON,A	REASON FOR REQUEST:			OPEN
+ Enter ?? for more actions							
23	Display	2319	PI	Post Initial Action	CD	CPRS Display	
VR	View Request		OT	Post Other	CG	Change Patient	
IA	View Initial Action		PC	Post Complete	CR	Cancel Request	
VO	View Other Action		AD	Add Manual	FW	Forward Consult	
CO	View Complete		ED	Edit Manual	PR	Print Consult	

Print a Consult (PR)

Function description

The **Print Consult (PR)** action allows you to print the consult or display the consult on your terminal screen.

Steps

To print a consult, follow these steps:

Step	Action
1	At the Select Item(s): Next Screen// prompt, type PR for the Print Consult action, and press <Enter.>
2	Select the suspense record in the list to be printed (indicated within parenthesis), and press <Enter.>
3	At the Chart Copy (Y/N)? Y// prompt, type NO , and press <Enter>.
4	At the DEVICE: HOME// prompt, press <Enter> to display the consult. You can also type two question marks to select a printer from a list.

Print Consult Screen

23 Display 2319		PI Post Initial Action		CD CPRS Display	
Suspense Processing		Jun 19, 2000 10:16:30		Page: 1 of 4	
Open/Pending/Closed Suspense for Bop,Baby (101-12-2750P)					
Date	Type	Requestor	Description	Init Act Days	Status
1 06/09/00	EYEGLASS	PETERSON,A	EYEGLASS RX:	06/15/00 6	CLOSED
2 06/07/00	OXYGEN	PETERSON,A	REASON FOR REQUEST:		OPEN
3 06/07/00	MANUAL	PETERSON,A	Replace part on a Whee	06/07/00 0	CLOSED
4 06/06/00	OXYGEN	CORKWELL,H	REASON FOR REQUEST:		OPEN
5 06/06/00	CONTACT	CORKWELL,H	CONTACT LENS RX:		OPEN
6 06/06/00	EYEGLASS	CORKWELL,H	EYEGLASS RX:	06/07/00 1	CLOSED
7 06/06/00	ROUTINE	CORKWELL,H	FIX BROKEN WHEELCHAIR		OPEN
8 04/27/00	MANUAL	CORKWELL,H	FIX WHEELCHAIR		OPEN
9 04/10/00	ROUTINE	CORKWELL,H	FIRST DATA TRANSFERE	04/10/00 0	CLOSED
10 02/11/00	ROUTINE	CORKWELL,H	CONTACT LENS RX:	04/25/00 *74	PENDING
11 02/11/00	CONTACT	CORKWELL,H	CONTACT LENS RX:		OPEN
+ Enter ?? for more actions					
23 Display 2319		PI Post Initial Action		CD CPRS Display	
VR View Request		OT Post Other		CG Change Patient	
IA View Initial Action		PC Post Complete		CR Cancel Request	
VO View Other Action		AD Add Manual		FW Forward Consult	
CO View Complete		ED Edit Manual		PR Print Consult	
Select Item(s): Next Screen// PR Print Consult					
Enter a list or range of numbers (1-14): 1					
Chart Copy (Y/N)? Y// N NO					
DEVICE: HOME// TELNET Right Marqin: 80//					

Continued on next page

Print a Consult (PR), Continued

Printout

Below is a sample part of a printout of a consult:

Consult Printout (continued)

MEDICAL RECORD		CONSULTATION SHEET		Page 1 of 7
Consult Request: Consult		Consult No.: 359		
To: EYEGLASS REQUEST		Requested: 06/09/2000 3:03 pm		
From: NUR 3AS				
Requesting Facility: HINES DEVELOPMENT				
REASON FOR REQUEST: (Complaints and findings)				
AUTHOR & TITLE:				
DATE:				
ID #:	ORGANIZATION: HINES DEVELOPMENT	REG #:	LOC: 3AS	RM/BD: 330-1
BOP, BABY SC VETERAN		CONSULTATION SHEET		
101-12-2750P 12/27/1950		Standard Form 513 (Rev 9-77)		
100 HOLLYWOOD				
HOLLYWOOD CALIFORNIA				
MEDICAL RECORD		CONSULTATION SHEET		Page 2 of 7
Consult Request: Consult		Consult No.: 359		
Reason For Request continued.				
EYEGLASS RX:				
[DISTANCE]				
	Sphere	Cylinder	Axis	Prism Base BC MRP
Right				
Left				
[NEAR]				
	Addition	Height	Type	Width PD Far PD Near PD Near Inset Total
Inset				
Right				
Left				
BOP, BABY SC VETERAN		CONSULTATION SHEET (Continued)		
101-12-2750P 12/27/1950		Standard Form 513 (Rev 9-77)		
MEDICAL RECORD		CONSULTATION SHEET		Page 3 of 7
Consult Request: Consult		Consult No.: 359		
Reason For Request continued.				
[FRAME SELECTION]		ORDERING INFORMATION-		
Frame Name:		OBLIGATION #:		
Color:		TOTAL COST		
Eyesize:		VISA#		
Bridge Size:		EXP DATE		
Temple Length:		AUTHORIZATION SIGNATURE		
[EYEWEAR OPTIONS]				
Lens Material: Plastic Glass Polycarb				
Lens Style: Single Vision Bifocal Trifocal Lenses Only Safety				

View Four Types of Consults through CPRS Display (CD)

Four Consults There are four types of consult requests that are entered through Prosthetics Suspense module via CPRS. They can be displayed through the **CPRS Display (CD)** action.

Samples screens are shown below. The four consults are:

1. Oxygen (Home Oxygen) Consult Request
2. Contact Lens Consult Request
3. Eyeglass Consult Request
4. Routine Prosthetics Request

Steps To display a CPRS consult, follow these steps:

Step	Action
1	At the Select Item(s): Next Screen// prompt, type CD for the CPRS Display action, and press <Enter.>
2	The next prompt displays: Enter a list or a range of numbers (shown in parenthesis) to select a suspense record.
3	Type the number for the record you want to view, and press <Enter.>

Note: Four Consults in list

Suspense Processing			Jun 07, 2000 09:36:55		Page: 1 of 3	
Open/Pending/Closed Suspense for Danger,Dan (101-12-2750P)						
	Date	Type	Requestor	Description	Init Act Days	Status
1	06/06/00	OXYGEN	CORKWELL,H	REASON FOR REQUEST: (OPEN
2	06/06/00	CONTACT	CORKWELL,H	CONTACT LENS RX:		OPEN
3	06/06/00	EYEGLASS	CORKWELL,H	EYEGLASS RX:		OPEN
4	06/06/00	ROUTINE	CORKWELL,H	FIX BROKEN WHEELCHAIR		OPEN
5	04/27/00	MANUAL	CORKWELL,H	FIX WHEELCHAIR		OPEN
6	04/10/00	ROUTINE	CORKWELL,H	FIRST DATA TRANSFERE	04/10/00 0	CLOSED
7	02/11/00	ROUTINE	CORKWELL,H	CONTACT LENS RX:	04/25/00 *74	PENDING
8	02/11/00	CONTACT	CORKWELL,H	CONTACT LENS RX:	04/25/00 *74	PENDING
9	02/11/00	CONTACT	CORKWELL,H	CONTACT LENS RX:		OPEN
10	02/11/00	CONTACT	CORKWELL,H	CONTACT LENS RX:		OPEN
11	02/11/00	CONTACT	CORKWELL,H	CONTACT LENS RX:		OPEN
12	02/11/00	CONTACT	CORKWELL,H	CONTACT LENS RX:		OPEN
13	02/11/00	CONTACT	CORKWELL,H	CONTACT LENS RX:	04/25/00 *74	PENDING
14	02/11/00	CONTACT	CORKWELL,H	CONTACT LENS RX:	04/25/00 *74	PENDING
+ Enter ?? for more actions						
23	Display 2319		PI Post Initial Action		CD CPRS Display	
VR	View Request		OT Post Other		CG Change Patient	
IA	View Initial Action		PC Post Complete		CR Cancel Request	
VO	View Other Action		AD Add Manual		FW Forward Consult	
CO	View Complete		ED Edit Manual		PR Print Consult	
Select Item(s): Next Screen// CD CPRS Display						
Enter a list or range of numbers (1-14):						

View Oxygen Consult

Example

Below is a sample of the Oxygen (Home Oxygen) Consult:

Sample Oxygen Consult

Current Pat. Status:	Inpatient
Ward:	3AS
Eligibility:	SC VETERAN

Order Information

To Service:	DERMATOLOGY
From Service:	NUR 3AS
Requesting Provider:	PETERSON,ALISA

Service is to be rendered on an INPATIENT basis

Place:	Bedside
Urgency:	Routine
Orderable Item:	DERMATOLOGY
Consult:	Consult Request

Provisional Diagnosis: Open angle glaucoma (365.10)

Reason For Request:

REASON FOR REQUEST: (complaints and findings)

1. RESULTS OF ARTERIAL BLOOD GASES OR PULSE OXIMETRY

Room Air at Rest:
Room Air with Exercise:
O2@ LPM of:
O2@ LPM with exercise of:

2. PRESCRIPTION FOR HOME OXYGEN

<input type="checkbox"/> LPM @ Rest	<input type="checkbox"/> LPM Continuous
<input type="checkbox"/> LPM During Exercise	<input type="checkbox"/> LPM Exercise Only
<input type="checkbox"/> LPM @ Night	<input type="checkbox"/> LPM Night Only

3. PRIMARY DELIVERY SYSTEM

<input type="checkbox"/> Compressed Gas
<input type="checkbox"/> Concentrator
<input type="checkbox"/> Liquid System

4. ADDITIONAL ITEMS

<input type="checkbox"/> Portable Cylinders (steel <input type="checkbox"/> aluminum <input type="checkbox"/>)	
Tank Size	Quantity per Month
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

☐ Conserving Device
Type ☐

<input type="checkbox"/> Nasal Cannula
<input type="checkbox"/> Oxygen Mask
<input type="checkbox"/> Trach Mask
<input type="checkbox"/> Humidification
<input type="checkbox"/> Other (e.g., cart, shoulder bag, etc.) <input type="checkbox"/>

Continued on next page

View Oxygen Consult, Continued

Example

Below is a continued example of an Oxygen Consult:

Sample Oxygen Consult (continued)

DELIVERY LOCATION:			
5. LOGISTICS			
a.	Outpatient _____	Inpatient _____	
b.	Patient scheduled for discharge (date): _____		
c.	Patient requires portable O2 for transport home: (yes / no)		
d.	Patient requires recertification of prescription and follow-up appointment: (6 months / 12 months)		
e.	Date of last visit: _____		
f.	Date of next visit: _____		
6. Does patient have advance directive on file? Yes _____ No _____			
Status:		PENDING	
Last Action:		FORWARDED FROM	
Detailed Display		Jul 28, 2000 14:12:10	Page: 6 of 6
Detailed Display			
+			
Activity	Date/Time	Responsible Person	Entered By
ENTERED IN CPRS	06/30/00 10:44	PETERSON,ALISA	PETERSON,ALISA
FORWARDED FROM	07/03/00 15:15	PETERSON,ALISA	PETERSON,ALISA
HOME OXYGEN REQUEST			
TESTING THE FORWARD OPTION.			

View Contact Lens Consult

Example

Below is a sample of the Contact Lens Consult:

Sample Contact Lens Consult

Current Pat. Status:	Inpatient
Ward:	3AS
Eligibility:	SC VETERAN

Order Information	
To Service:	DERMATOLOGY
From Service:	NUR 3AS
Requesting Provider:	PETERSON,ALISA
Service is to be rendered on an INPATIENT basis	
Place:	Bedside
Urgency:	Routine
Orderable Item:	DERMATOLOGY
Consult:	Consult Request
Provisional Diagnosis:	Glaucoma, Suspect (365.00)
Reason For Request:	

CONTACT LENS RX:									
	Base	Power	DIA	OZ	Thick	SEC	PER	EDGE	
Right									
Left									

MFG:	LENS TYPE:
TINT:	DOT:

____D.W.	ORDERING INFORMATION-
____E.W.	OBLIGATION #:
____Mono	TOTAL COST
	VISA#
	EXP DATE

AUTHORIZATION SIGNATURE

ISSUING INSTRUCTIONS:
____See DR. for Dispensing
____Dispense Only
____Replacement
____Needs I&R
____Kit Training
____Reinstruct
____Other (Describe)

DELIVERY INSTRUCTIONS:	____Veteran	____VA Medical Center
------------------------	-------------	-----------------------

Detailed Display	Jul 28, 2000 14:11:09	Page:	4 of 4
Detailed Display			
+			
EYEGLOSS REPLACEMENT:	____Lost	____Broken	____Stolen

Status:	PENDING
Last Action:	FORWARDED FROM

Activity	Date/Time	Responsible Person	Entered By
ENTERED IN CPRS	06/30/00 10:44	PETERSON,ALISA	PETERSON,ALISA
FORWARDED FROM	07/10/00 07:54	PETERSON,ALISA	PETERSON,ALISA

CONTACT LENS REQUEST
TESTING THE FORWARD FUNCTION.

View Eyeglass Contact

Example

Below is a sample of the Eyeglass Consult:

Sample Eyeglass Consult

Current Pat. Status:	Inpatient
Ward:	3AS
Eligibility:	SC VETERAN
Order Information	
To Service:	EYEGLASS REQUEST
From Service:	NUR 3AS
Requesting Provider:	PETERSON,ALISA
Service is to be rendered on an INPATIENT basis	
Place:	Bedside
Urgency:	Routine
Orderable Item:	EYEGLASS REQUEST
Consult:	Consult Request
Provisional Diagnosis:	Glaucoma NEC (365.89)
Reason For Request:	
EYEGLASS RX:	
[DISTANCE]	
	Sphere Cylinder Axis Prism Base BC MRP
Right	
Left	

[NEAR]	
	Addition Height Type Width PD Far PD Near PD Near Inset Total
Ins	
Right	
Left	

[FRAME SELECTION]	ORDERING INFORMATION-
Frame Name:	OBLIGATION #:
Color:	TOTAL COST
Eyesize:	VISA#
Bridge Size:	EXP DATE
Temple Length:	
AUTHORIZATION SIGNATURE	

[EYEWEAR OPTIONS]	
Lens Material:	___Plastic ___Glass ___Polycarb
Lens Style:	___Single Vision ___Bifocal ___Trifocal ___Lenses Only ___Safety
___Tint* ___Progressive*	
*Medical Necessity (required) for Tint or Progressive:	
___Other: (Description)	
SPECIAL INSTRUCTIONS FOR EYEWEAR FABRICATION:	
DELIVERY INSTRUCTIONS: ___Veteran ___VA Medical Center	
Detailed Display	Jul 28, 2000 14:11:31
Detailed Display	Page: 4 of 4
+	
EYEGLASS REPLACEMENT:	___Lost ___Broken ___Stolen ___Repair
Status:	COMPLETE
Last Action:	COMPLETE/UPDATE
Activity	Date/Time Responsible Person Entered By
ENTERED IN CPRS	06/30/00 10:44 PETERSON,ALISA PETERSON,ALISA
COMPLETE/UPDATE	07/19/00 15:53 CORKWELL,H CORKWELL,H

View a Prosthetics Consult (Routine)

Example

Below is a sample of a Prosthetics Consult (Routine Consult):

Prosthetics Consult

Current Pat. Status:	Inpatient		
Ward:	3AS		
Eligibility:	SC VETERAN		
Order Information			
To Service:	AMPUTEE/PROSTHETICS CLINIC		
From Service:	NUR 3AS		
Requesting Provider:	CORKWELL,H		
Service is to be rendered on an INPATIENT basis			
Place:	Bedside		
Urgency:	Routine		
Orderable Item:	AMPUTEE/PROSTHETICS CLINIC		
Consult:	Consult Request		
Provisional Diagnosis:	Bell's Palsy (351.0)		
Reason For Request:			
DESCRIPTION OF APPLIANCE OR REPAIR REQUESTED:			
ISSUING INSTRUCTIONS:			
_____ VETERAN WILL PICK UP			
_____ WARD/CLINIC PERSONNEL WILL PICKUP			
_____ DELIVERY LOCATION			
IF IN-PATIENT, ENTER ESTIMATED DISCHARGE DATE:			
Status:	PENDING		
Last Action:	FORWARDED FROM		
Activity	Date/Time	Responsible Person	Entered By
ENTERED IN CPRS	06/29/00 16:37	CORKWELL,H	CORKWELL,H
FORWARDED FROM	07/03/00 15:07	CORKWELL,H	CORKWELL,H
PROSTHETICS REQUEST			
FORWARD TO AMPUTEE CLINIC			
Detailed Display	Jul 28, 2000 14:13:02	Page:	4 of 4
Detailed Display			

Managing Suspense Items

Edit the Suspense Station (ES)

Function description

The **Edit Suspense Station (ES)** option will edit the record for a patient.

Steps

To edit the Suspense Station, follow these steps:

Step	Action
1	At the Select Suspense Option prompt, type ES for the Edit Suspense Station option, and press <Enter.>
2	At the Select Prosthetic Suspense Date prompt, type the date you want to edit, and press <Enter.>

Edit Suspense Station Screen

SP	Suspense Processing
ES	Edit Suspense Station
IS	Inquire to Individual Suspense Record
PC	Print Closed Suspense Records
PD	Print Detailed Open/Pending Suspense Records
PR	Print 5 Day Old Suspense Report
PS	Print Summary Open/Pending Suspense Records
ST	Print Suspense Statistics
Select Suspense Option: ES Edit Suspense Station	
Select PROSTHETIC SUSPENSE DATE: t JUL 27, 2000 JUL 27, 2000	
JUL 27, 2000	

Inquire to Individual Suspense Record (IS)

Function description The **Inquire to Individual Suspense Record (IS)** option will display the complete Suspense Record for a veteran.

Steps To inquire to an individual suspense record, follow these steps:

Step	Action
1	At the Select Suspense Option prompt, type IS for the Inquire to Individual Suspense Record option, and press <Enter.>
2	At the Site prompt, press <Enter> to accept the default site, or you can type two question marks to select a site from the list.
3	At the Select Patient prompt, type the name of the patient to be viewed.
4	At the Device prompt, press <Enter> to display the data online or enter a printer to print the information.

Inquire to Individual Suspense Record Screen

```
SP      Suspense Processing
ES      Edit Suspense Station
IS     Inquire to Individual Suspense Record
PC      Print Closed Suspense Records
PD      Print Detailed Open/Pending Suspense Records
PR      Print 5 Day Old Suspense Report
PS      Print Summary Open/Pending Suspense Records
ST      Print Suspense Statistics
```

Select Suspense Option: **IS** Inquire to Individual Suspense Record

```
SITE: SAN ANTONIO VAMC//          671
Select PATIENT: DANGER,DAN  DANGER,DAN  1-1-30  453890765  NO PILL
CHOOSE FROM:
1.  07/05/00  DANGER,DAN          OPEN      DESCRIPTION OF APPLIANCE OR REP
2.  05/24/00  DANGER,DAN          OPEN      EDITING THE DESCRIPTION TO ADD
3.  05/16/00  DANGER,DAN          CLOSED     This is a test.
4.  05/11/00  DANGER,DAN          CLOSED     Editing free-text field to Add
5.  05/05/00  DANGER,DAN          OPEN      Adding a manual suspense and po
6.  03/27/00  DANGER,DAN          OPEN      A;DLKJA;SDLFJA;L
```

Enter a number (1-10): 3

```
DEVICE:  TELNET      Right Margin: 80//
Complete Note                                     AUG  1,2000  11:21  PAGE 1
```

```
Order Date: MAY 16,2000  Patient: DANGER,DAN      Requestor: DAYON,RUFINO
Initial Action Date: JUL  5,2000
```

```
Complete Date: JUL  5,2000
```

```
Note:
Item was given to pt
```

Enter RETURN to continue or '^' to exit:

Printing Suspense Reports

Overview of Reports

Print Menu Options

There are five (5) Print menu options available within the Suspense Menu that are detailed over the next few pages. The menu options are as follows:

- Print Closed Suspense Records (PC)
 - Print Detailed Open/Pending Suspense Records (PD)
 - Print 5 Day Old Suspense Report (PR)
 - Print Summary Open/Pending Suspense Records (PS)
 - Print Suspense Statistics (ST)
-

Print Closed Suspense Records (PC)

Print Closed

The **Print Closed Suspense Records (PC)** Menu option provides the data for the closed suspense records.

Note: This report will include closed records with a completion date that is within an entered date range, regardless of the initial request date. This means that the totals on this report will not necessarily equal the corresponding totals on the Print Suspense Statistics (ST) report.

Date and Times

Also, this report is date and time sensitive. An ending time should be entered, otherwise, the system will default to a time of 00:00. Do NOT enter a T for Today or you will not receive full results. It is recommended that you enter 16:30 for the end time or N for Now.

Steps

To print the Closed Suspense Record(s), follow these steps:

Step	Action
1	At the Select Suspense Option prompt, type PC for the Print Closed Suspense Records Menu option, and press <Enter.>
2	At the Start With Completion Date: First// prompt, type the beginning date of the date range. (You can enter T for Today minus the number of days for the starting date.)
3	At the Go to Completion Date: Last// prompt, type the ending date of the date range. NOTE: If the end date is the current date, you can type N for NOW.
4	At the Device prompt, press <Enter> to accept the current default or you can enter two question marks and select an item from a list.

Print Closed Suspense Record Screen

SP	Suspense Processing
ES	Edit Suspense Station
IS	Inquire to Individual Suspense Record
PC	Print Closed Suspense Records
PD	Print Detailed Open/Pending Suspense Records
PR	Print 5 Day Old Suspense Report
PS	Print Summary Open/Pending Suspense Records
ST	Print Suspense Statistics
Select Suspense Option: PC Print Closed Suspense Records	
* Previous selection: COMPLETION DATE from Aug 21,2000 to Aug 22,2000@24:00	
START WITH COMPLETION DATE: FIRST// T (AUG 21, 2000)	
GO TO COMPLETION DATE: LAST// N (AUG 21, 2000@14:06:59)	
DEVICE: HOME Right Margin: 80//	

Continued on next page

Print Closed Suspense Records (PC), Continued

Sample screen Below is a sample screen of the **Print Closed Suspense Records (PC)** menu option.

Print Closed Suspense Records Screen

Prosthetics Closed Suspense File List			AUG 21,2000 14:07	PAGE 1

STATION: SUPPORT ISC				
SUSPENSE DATE:	AUG 14,2000	ATTITUDEBAD,VERYBAD	MANUAL	
COMPLETION DATE:	AUG 21,2000	COMPLETED BY: AGUILERA,TONY		
First Line Description				
THIS IS THE DESCRIPTION OF ITEMS FREE TEXT FIELD				
Completion Note				
THIS IS THE COMPLETION NOTE DESCRIPTION TEXT				

Prosthetics Closed Suspense File List			AUG 21,2000 14:07	PAGE 2

STATION: HINES MR TONY				
SUSPENSE DATE:	AUG 21,2000	VETO,SUSAN	EYEGLASS	
COMPLETION DATE:	AUG 21,2000	COMPLETED BY: CORKWELL,HELEN		
First Line Description				
EYEGLASS RX:				
Completion Note				
Not a Prosthetic Patient. Needs appt.				

STATION: HINES MR TONY				
SUSPENSE DATE:	AUG 21,2000	VETO,SUSAN	ROUTINE	
COMPLETION DATE:	AUG 21,2000	COMPLETED BY: CORKWELL,HELEN		
First Line Description				
BACK BRACE, SMALL				
Completion Note				
DONE				

Prosthetics Closed Suspense File List			AUG 21,2000 14:07	PAGE 3

STATION: HINES MR TONY				
SUSPENSE DATE:	AUG 21,2000	WAX,FLOOR	CONTACT	
COMPLETION DATE:	AUG 21,2000	COMPLETED BY: CORKWELL,HELEN		
First Line Description				
CONTACT LENS RX:				
Completion Note				
COMPLETED THE 2914 REQUEST, SENT TO VENDOR. MAILED TO PATIENT.				

Print Detailed Open/Pending Suspense Records (PD)

Function description

You can print the detailed information from an OPEN or PENDING suspense record using the **Print Detailed Open/Pending Suspense Record (PD)** Menu option.

Steps

To print the detailed Open/Pending suspense records, follow these steps:

Step	Action
1	At the Select Suspense Option prompt, type PD for the Print Detailed Open/Pending Suspense Records option, and press <Enter.>
2	At the Device: Home// prompt, press <Enter> to accept the default. (You can also type two question marks to select a device from a list.)
3	The detailed data displays.

Print Detailed Open/Pending Suspense Records Screen

```
SP      Suspense Processing
ES      Edit Suspense Station
IS      Inquire to Individual Suspense Record
PC      Print Closed Suspense Records
PD      Print Detailed Open/Pending Suspense Records
PR      Print 5 Day Old Suspense Report
PS      Print Summary Open/Pending Suspense Records
ST      Print Suspense Statistics
```

```
Select Suspense Option: PD Print Detailed Open/Pending Suspense Records
DEVICE: HOME// TELNET Right Margin: 80//
```

```
Prosthetics Open/Pending Suspense File List JUL 27, 2000 13:18
DATE PATIENT SSN STATUS TYPE STATION PAGE 1
-----
02/11/00 BOP,BABY 2750P OPEN CONTACT SALT LAKE CITY
CONTACT LENS RX:
**Other Action Date: 07/26/00
Other action note .....
this is the same action note second line
still the same other action note just the third line.
**Other Action Date: 07/26/00
another other action note first line
this is the second line of the same action note
yep...this is the last line of the note.
**Other Action Date: 07/26/00
Setting up programmer environment
Terminal Type set to: C-VT100
```

Print 5 Day Old Suspense Report (PR)

Function description

The **Print 5 Day Old Suspense Report (PR)** Menu option prints all suspense records that are over 5 working days old.

Steps

To print the 5 Day Old Suspense Report, follow these steps:

Step	Action
1	At the Select Suspense Option prompt, type PR for the Print 5 Day Old Suspense Report Menu option, and press <Enter.>
2	At the Site prompt, press <Enter> to accept the default or type two question marks to select an option from the list.
3	At the Device: Home// prompt, press <Enter> to accept the default. (You can also type two question marks to select a device from a list.)
4	The detailed data displays.

Print 5 Day Old Suspense Report Screen

SP	Suspense Processing											
ES	Edit Suspense Station											
IS	Inquire to Individual Suspense Record											
PC	Print Closed Suspense Records											
PD	Print Detailed Open/Pending Suspense Records											
PR	Print 5 Day Old Suspense Report											
PS	Print Summary Open/Pending Suspense Records											
ST	Print Suspense Statistics											
Select Suspense Option: PR Print 5 Day Old Suspense Report												
SITE: SAN ANTONIO VAMC//											671	
DEVICE: HOME// TELNET											Right Margin: 80//	
DELINQUENT OPEN SUSPENSE REPORT STA 671												
DATE		PATIENT			SSN	FORM		SUSPENDED BY		PAGE 1		
07/11/00		BOP,BABY			2750	OTHER		CORKWELL,H				
WHEELCHAIR												
07/11/00		BOP,BABY			2750	OTHER		CORKWELL,H				
07/11/00		BOP,BABY			2750	OTHER		CORKWELL,H				
TEST												
PSC	2421	2237	2529-3	2529-7	2474	2431	2914	OTHER	2520	STK	ISU	TOTAL
0	0	0	0	0	0	0	0	3	0		0	3

Print Summary Open/Pending Suspense Records (PS)

Function description

The **Print Summary Open/Pending Suspense Records (PS)** Menu option will print both the Open and Pending suspense records in a summary format.

Steps

To print the summary Open/Pending suspense record(s), follow these steps:

Step	Action
1	At the Select Suspense Option prompt, type PS for the Print Summary Open/Pending Suspense Records Menu option, and press <Enter.>
2	At the Device: Home// prompt, press <Enter> to accept the default. (You can also type two question marks to select a device from a list.)
3	The detailed data displays.

Print Summary Open/Pending Suspense Records Screen

```
SP      Suspense Processing
ES      Edit Suspense Station
IS      Inquire to Individual Suspense Record
PC      Print Closed Suspense Records
PD      Print Detailed Open/Pending Suspense Records
PR      Print 5 Day Old Suspense Report
PS      Print Summary Open/Pending Suspense Records
ST      Print Suspense Statistics
```

```
Select Suspense Option: PS  Print Summary Open/Pending Suspense Records
DEVICE: HOME//  TELNET  Right Margin: 80//
```

```
Prosthetics Open/Pending Summary Suspense List    JUL 27, 2000 13:23    STA 1234
DATE      STATUS      PATIENT      SSN    TYPE      SUSPENDED BYPAGE 1
-----
09/30/96  OPEN          GIBSON,MEL    5900  MANUAL    DIETRICH,JON
09/30/96  OPEN          GIBSON,MEL    5900  MANUAL    DIETRICH,JON
10/01/96  OPEN          GIBSON,MEL    5900  MANUAL    DIETRICH,JON
10/01/96  OPEN          GIBSON,MEL    5900  MANUAL    DIETRICH,JON
10/01/96  OPEN          GIBSON,MEL    5900  MANUAL    DIETRICH,JON
10/01/96  OPEN          GIBSON,MEL    5900  MANUAL    DIETRICH,JON
10/01/96  OPEN          GIBSON,MEL    5900  MANUAL    DIETRICH,JON
10/01/96  OPEN          GIBSON,MEL    5900  MANUAL    DIETRICH,JON
10/01/96  OPEN          GIBSON,MEL    5900  MANUAL    DIETRICH,JON
10/01/96  OPEN          GIBSON,MEL    5900  MANUAL    DIETRICH,JON
10/01/96  OPEN          GIBSON,MEL    5900  MANUAL    DIETRICH,JON
10/01/96  OPEN          GIBSON,MEL    5900  MANUAL    DIETRICH,JON
10/01/96  OPEN          GIBSON,MEL    5900  MANUAL    DIETRICH,JON
10/01/96  OPEN          GIBSON,MEL    5900  MANUAL    DIETRICH,JON
10/01/96  OPEN          GIBSON,MEL    5900  MANUAL    DIETRICH,JON
```

Print Suspense Statistics (ST)

Function description

The **Print Suspense Statistics (ST)** Menu option prints statistics from the PROSTHETICS SUSPENSE file (#668). This report will summarize only those suspense records whose initial request date is within an entered date range. Thus if a record has an initial request date prior to the report begin date, but a completed (close out) date within the date range, it will not be counted in the CLOSED SUSPENSE RECORDS totals. The same reasoning applies to the OPEN and PENDING totals. It is important to realize that the figures in this report will not necessarily equal the corresponding figures in the other suspense reports.

Steps

To print the summary Open/Pending suspense record(s), follow these steps:

Step	Action
1	At the Select Suspense Option prompt, type PS for the Print Summary Open/Pending Suspense Records Menu option, and press <Enter.>
2	At the Site prompt, press <Enter> to accept the default or type two question marks to select an option from the list.
3	You can enter a Starting Date and an Ending Date.
4	At the Device: Home // prompt, press <Enter> to accept the default. (You can also type two question marks to select an option from a list.)

Print Suspense Statistics Screen

```
Statistics AUG 08, 2000 09:06
                For The Period AUG 01, 2000-AUG 04, 2000 STA 695
OPEN SUSPENSE RECORDS
PSC  2421  2237  2529-3  2529-7  2474  2431  2914  OTHER  2520  STK  ISU
   0    0    0        0        0    0    0    0    219    0    0
CLOSED SUSPENSE RECORDS
PSC  2421  2237  2529-3  2529-7  2474  2431  2914  OTHER  2520  STK  ISU
   0    0    0        0        0    0    0    0    93    0    0
NUMBER INITIAL ACTION AFTER 5 DAYS: 0
PERCENT OF DELIQUENT RECORDS: NONE
NUMBER OF DELIQUENT OPEN RECORDS: 44          PERCENT:  20.1

TOTAL CLOSED RECORDS: 93
TOTAL PENDING RECORDS: 7
TOTAL OPEN RECORDS: 219

TOTAL RECORDS: 319

OVERALL PERCENT OF RECORDS BY FORM TYPE
PSC  2421  2237  2529-3  2529-7  2474  2431  2914  OTHER  2520  STK  ISU  ERROR
MARGIN
0.0  0.0    0.0    0.0    0.0    0.0    0.0    0.0    97.8    0.0    0.0  2.2%

RECORDS CLOSED BY PROSTHETICS AGENT

MCLEOD,DAN M                23
PLANT,SARAH                  43
SCHNEIDER,SALLY              23
SMITH,LYNETTE                 4
```

Appendix A – Combine Actions

Add Manual Suspense/Post Complete Note Simultaneously (AD,PC)

Function description

You can combine actions for timesaving purposes in the Suspense Processing module. You can enter up to a maximum of three actions at one time. This is done by entering commas between the action code (i.e., AD,PI,PC, to add a manual suspense record, post an initial action note, and close the record simultaneously).

You can add a manual suspense and post a complete note all in the same step. The combination of the two steps may be done at one time if a suspense order was created and the service was completed all at the same patient appointment visit.

Steps

To add a manual suspense and complete a note at the same time, follow these steps:

Step	Action
1	At the Select Item(s): Next Screen// , type AD,PC , and press <Enter.>

Add and Post Complete Screen

Prosthetic Suspense			Mar 22, 2000 10:02:11	Page:	1 of 2
Suspense Processing					
Open/Pending/Closed Suspense for Danger,Dan (101-12-2750P)					
	Date	Type	Requestor	Description	Init Act Days Status
1	06/06/00	OXYGEN	CORKWELL,H	REASON FOR REQUEST: (OPEN
2	06/06/00	CONTACT	CORKWELL,H	CONTACT LENS RX:	OPEN
3	06/06/00	EYEGLASS	CORKWELL,H	EYEGLASS RX:	OPEN
4	06/06/00	ROUTINE	CORKWELL,H	FIX BROKEN WHEELCHAIR	OPEN
5	03/22/00	MANUAL		ADDING AND POSTING CLO	03/22/00 0 CLOSED
6	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40 CLOSED
7	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40 PENDING
8	02/11/00	ROUTINE		CONTACT LENS RX:	03/22/00 *40 PENDING
9	03/02/00	MANUAL		CALCULATOR FOR BLIND	03/02/00 0 CLOSED
10	03/01/00	MANUAL		FIX BRACE	03/02/00 0 PENDING
11	03/01/00	MANUAL		FIX WHEELCHAIR	03/02/00 0 PENDING
12	03/01/00	MANUAL		REVIEW	03/01/00 0 CLOSED
13	02/21/00	MANUAL		NEW WHEELCHAIR	02/29/00 *8 CLOSED
14	02/29/00	MANUAL		NEW BED	02/29/00 0 CLOSED
+ Enter ?? for more actions					
23 Display 2319		PI Post Initial Action		CD CPRS Display	
VR View Request		OT Post Other		CG Change Patient	
IA View Initial Action		PC Post Complete		CR Cancel Request	
VO View Other Action		AD Add Manual		FW Forward Consult	
CO View Complete		ED Edit Manual		PR Print Consult	
Select Item(s): Next Screen// AD,PC Add Manual Suspense					
Post Complete Note					

Continued on next page

Add Manual Suspense/Post Complete Note Simultaneously (AD,PC), Continued

Completing an Order

Below are the steps and a screen print of the combination of two actions to be done at one time in the Suspense module. Notice that the text editor displays at both steps for you to make notations on the order.

Note: If you select a record to post a complete note, and it already has a CLOSED status, the following message displays: *“Completion note already posted.”*

Steps (continued)

To add a suspense order and post a complete note, follow these steps:

Step	Action
2	At the Requestor prompt, type the physician name, and press <Enter.>
3	At the Edit? NO// prompt, type Y for Yes to edit the note.
4	Type a free-text note in the text editor.
5	Press the “ PF1 ” key and then the “ E ” keys simultaneously to exit the text editor.
6	Enter a list or range of number to complete the note, and press <Enter.>
7	At the Edit? NO// prompt, type Y for Yes to edit the note.
8	Type a note to complete the suspense record.
9	Press the “ PF1 ” key and then the “ E ” keys simultaneously to save the data and exit the text editor.

Text Editor of Suspense Note

```
REQUESTOR: PETERSON, ALISA  PETERSON,ALISA      AP      IRM FIELD OFFICE
          TECHNICAL WRITER
DESCRIPTION OF ITEM/SERVICES:
  No existing text
  Edit? NO// YES

[ WRAP ]==[ INSERT ]====< DESCRIPTION OF ITEM/SERVICES >====[ <PF1>H=Help ]====
ADDING AND POSTING CLOSED AT THE SAME TIME.

<=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====

Enter a list or range of numbers (1-12): 1
COMPLETION NOTE:
  No existing text
  Edit? NO// YES

[ WRAP ]==[ INSERT ]=====< COMPLETION NOTE >===== [ <PF1>H=Help ]====
NOW I'M CLOSING THE SUSPENSE - ISSUED THE REQUEST = GAVE CANE TO VET.

<=====T=====T=====T=====T=====T=====T=====T=====T=====T>=====
```

Appendix B – Appointment Management

Overview

Introduction to using Appointment Management in Prosthetics

The **Appointment Management** feature is used to view appointments for a selected patient or clinic and to execute appropriate action(s) against these appointments, such as the **Check-in/Unscheduled Visit** action. If a patient is selected, all appointments for the selected patient within the designated time frame will be displayed.

Note: If you do **NOT** use the **Appointment Management** feature at your facility, you can type the ^ to QUIT and exit this screen.

Reference

For more detailed instructions on how to use the Appointment Management feature, you can access the following website for the User Manual:
<http://vista.med.va.gov/softserv/mip/wr/PIMS/Scheduling/Scheduling.HTM>

Displaying Clinic Appointments

If selecting a clinic, you will be prompted for the appointment date range to display. Only clinic appointments within the designated time frame and with a status of NO ACTION TAKEN or ACTION REQUIRED are displayed.

Actions

Following is a list of actions that may be accomplished through the **Appointment Management** Screen.

Appointment Management Screen

CI Check In	PT Change Patient
CO Check Out	UN Unscheduled Visit
CL Change Clinic	EC Edit Classification
MA Make Appointment	CD Change Date Range
PR Provider Update	CA Cancel Appointment
EP Expand Entry	DX Diagnosis Update
NS No Show	AE Add/Edit
DE Delete Check Out	DC Discharge Clinic
RT Record Tracking	AL Appointment Lists
PD Patient Demographics	CP Procedure Update
PC PC Assign or Unassign	TI Display Team Information
GAF GAF Score	

Most commonly used actions in Prosthetics

The most common actions used in Prosthetics include the **Check In (CI)** action and the **Unscheduled Visit (UN)** action. See the next page for more information on these actions.

Using the Check-in/Unscheduled Visit Actions in Appointment Management

Check-in/ Unscheduled Visit option

The **Check-in/Unscheduled Visit** option is used to schedule in an unanticipated appointment (for current date or past date) or to record a patient's arrival time (check in time) for statistical purposes for existing and/or unscheduled appointments.

To add a new unscheduled appointment, the patient must be actively enrolled in the selected clinic. If the patient is not enrolled in the specified clinic, you will have the opportunity to either enroll or schedule the patient for a consultation.

Check out a patient

You may also check out a patient using this option when adding a new unscheduled appointment. When you choose **Checkout**, a checkout interview is displayed.

Depending on how parameters are set at your site and classification criteria, the checkout interview may prompt you for provider, diagnosis, classification, and procedure code information. The default provider and diagnosis assigned to the clinic through the **Set up a Clinic** option (if any) appear as defaults. If all required information is entered, the appointment is automatically checked out.

Unscheduled appointments

If an unscheduled appointment is entered, you may print a routing slip for the visit. If you are entering the unscheduled appointment at the time it is actually occurring, you may be able to issue a request for the patient's records. This will only occur if your site is running the Record Tracking package and the clinic has been so defined in Record Tracking. A request notice is automatically printed on the appropriate file room printer.

If while adding a new unscheduled appointment, you select a clinic where the clinic parameter, **ASK FOR CHECK IN/OUT TIME**, (**Supervisor Menu - Set Up a Clinic** option) is set to YES, you will be prompted for a checked in/out date/time.

To schedule an appointment type of COLLATERAL, EMPLOYEE, or SHARING AGREEMENT requires the patient to be registered with a primary eligibility or other entitled eligibility of COLLATERAL, EMPLOYEE, or SHARING AGREEMENT. If the selected appointment type has subcategories, you will be asked to select the appropriate subcategory.

Any appointment made through this option will have a visit status of **UNSCHEDULED VISIT**.
